

Pandemic Meetings with Customers/Contractors/Consultants Policy

Department:	All Municipal Staff	Policy Number:	P03-1013-20
Section:	Emergency Planning	Effective Date:	June 9, 2020
Subject:	Pandemic Meetings with Customers/Contractors/Consultants Policy		
Authority:	By-Law 2020-067		

1. Policy Statement

The Municipality of Brockton has adopted this policy to provide a safe and healthy work environment during a pandemic to avoid exposure and minimize contact so to eliminate or reduce the risk of transmission of the virus.

2. Procedures

Where possible limit physical contact or exposure to customers/contractors/consultants. Postpone all non-essential face-to-face appointments. Encourage all communication when possible, to be conducted over the telephone and/or via virtual/video meetings.

If direct contact is essential and cannot be avoided, then instruct the client to maintain at least 2 metres (6 feet) distance from staff members whenever possible.

Avoid all close physical contact such as handshakes and hugs.

If customers/contractors/consultants must enter the building, there will be only one entry point.

Posters will be hung in the main entrance instructing the following procedures: everyone will be required to use hand sanitizer and/or wash their hands with soap & water, practice physical distancing, and instructed to conduct a self screening test to protect the workers and visitors.

Hand sanitizer and/or soap and water will be made available and instructed to be used by both customers/contractors/consultants and staff.

Prior to conducting meetings within the administration building, at the counter before entering further into the building, customers/contractors/consultants will be asked if they have any symptoms associated with COVID-19 or have been in direct contract with someone who was infected before entering beyond the counter. If the response is yes,

they will be requested to leave the building.

If direct client contact is essential and cannot be avoided, then staff should consider using personal protective equipment: e.g. having staff and/or client wear surgical mask. Conduct meetings in a designated area that allows maximum physical distancing with a minimum of 6 feet.

After customers/contractors/consultants exit the building, staff will disinfect the areas in which there was contact such as tables, door knobs, counter, staplers, stamps, pens etc.

Before returning back to your workstation after a meeting, staff are required to wash and/or sanitize their hands.